



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Gusler et al.**

§ Group Art Unit: 2125

Serial No.: **10/015,290**

§ Examiner: **Paladini, Albert William**

Filed: **December 17, 2001**

§ Attorney Docket No.: **AUS920010918US1**

For: **Employing Speech Recognition  
and Capturing Customer Speech to  
Improve Customer Service**

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By:

  
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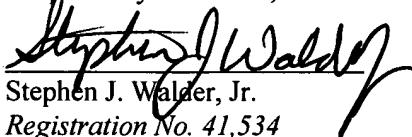
Sir:

ENCLOSED HEREWITH:

- Citation of References Under 37 C.F.R. 1.501;
- Information Disclosure Citation in a Patent (Form PTO/SB/42);
- References AA-AD; and
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No fees are believed to be necessary. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0447. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,

  
Stephen J. Walder, Jr.  
Registration No. 41,534

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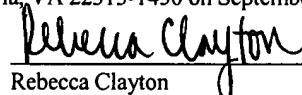
§ Patent No.: **US 6,915,246 B2**

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**CITATION OF REFERENCES UNDER 37 C.F.R. 1.501**

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P.O. Box 1450  
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Sir:

Applicants request that the information listed on the attached Form PTO/SB/42 be placed of record in the above-identified application file by the Office pursuant to 35 U.S.C. 301 and 37 C.F.R. 1.501 (see MPEP § 2003.01). The references on the attached Form PTO/SB/42 were inadvertently filed with the Office on April 25, 2005 prior to issuance of the patent and are being resubmitted in response to receipt of a "Decision Returning Improper Prior Art Citation Under 37 C.F.R. § 1.501".

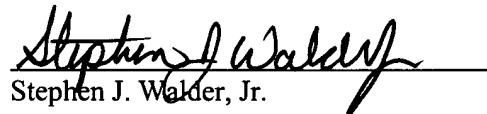
With regard to the pertinence of the cited references, these references disclose (1) a system and method to facilitate speech enabled user interfaces by prompting with possible transaction phrases (U.S. Patent No. 6,178,404); (2) a device and system to facilitate remote customer service (U.S. Patent No. 6,801,619); (3) a customer service operation using WAV files (U.S. Patent No. 6,640,210); and (4) a multimedia telecommunication automatic call distribution system (U.S. Patent No. 6,046,762). None of these references

are believed to teach or suggest blocking a portion of speech input that originates from a speaker and processing, or performing speech recognition on, a remaining portion of the speech input, as recited in the independent claims of the above-identified application. A copy of the cited references has been provided to the owner of the above-identified patent application.

This citation of references is being filed under 37 C.F.R. § 1.501 following grant of a patent in the above-identified application. No fee is believed to be required. However, if a fee is required, please charge any necessary fees to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,

Date: August 31, 2005



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PTO/SB/42 (08-03)

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<b>37 CFR 1.501</b> <b>INFORMATION DISCLOSURE CITATION</b> <b>IN A PATENT</b> (Sheet <u>1</u> of <u>1</u> )		Docket Number (Optional) AUS920010918US1	Patent Number US 6,915,246 B2
		Applicant Gusler et al.	
		Issue Date 07/05/2005	Art Unit 2125

## U.S. PATENT DOCUMENTS

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## FOREIGN PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

This collection of information is required by 37 CFR 1.501. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.